

AMENDMENTS TO THE CLAIMS

1. (Previously Presented) A method comprising:
receiving one or more search criteria in an audio form, via an audio-transmission medium, from a user, the one or more search criteria including a field of service desired by the user;
searching a service provider database according to the one or more search criteria to generate a list of one or more service providers;
presenting the list of one or more service providers in an audio form to the user;
determining a selection of the user for a selected service provider from the list of one or more service providers; and
connecting the user with the selected service provider for a live conversation via the audio transmission medium.
2. (Previously Presented) The method of claim 1, wherein the one or more search criteria in the audio form comprises an audio request; and the method further comprises:
converting the one or more search criteria from the audio form into a database query to search the service provider database;
wherein when the audio request includes a voice entry of a search criterion, converting the voice entry utilizing interactive voice recognition software; and
wherein when the audio request includes a keypad entry of a search criterion, converting a signal generated by the keypad entry utilizing a Dual Tone Multi-Frequency (DTMF) decoder.

3. (Previously Presented) The method of claim 1, further comprising:
receiving a request from a service provider of a field of service for inclusion in the
service provider database; and
when the service provider is approved for inclusion in the service provider database,
generating a record in the service provider database, the record including provider
information contained in the request, wherein the provider information includes
one or more of specific expertise of the service provider, and one or more
languages spoken by the service provider.
4. (Original) The method of claim 1, further comprising:
billing the user for the live conversation with the selected service provider; and
compensating the selected service provider for the live conversation with the user.
5. (Original) The method of claim 4, wherein the billing the user further comprises:
measuring a duration of the live conversation between the user and the selected service
provider; and
calculating a billing amount for the user based on the duration of the live conversation
and a time-based price charged by the selected service provider.
6. (Original) The method of claim 4, wherein the billing the user further comprises:
calculating a billing amount for the user based on a flat fee charged by the service
provider.
7. (Previously Presented) The method of claim 1, wherein the one or more search criteria in
the audio form comprises an audio request; and the audio request includes one of a voice
request and a keypad entry response and includes one or more of a category of service

providers, a service provider price, service provider availability, service provider specific expertise, service provider language and a service provider minimum quality rating.

8. (Previously Presented) The method of claim 1, further comprising:
providing the user with an audio list of a wide array of fields of service available from the audio portal service provider system; and
providing the user with a unique audio field of service code corresponding to each field of service within the audio list of fields of service, wherein an keypad entry of a field of service code is received via the audio transmission medium to select a desired field of service for the one or more search criteria;
wherein at least one of the one or more search criteria is not a selection from an option list.
9. (Original) The method of claim 1, wherein following the connecting the user with the selected service provider, the method further comprises:
once the live conversation between the user and the selected service provider is complete, prompting the user for a quality of service rating for services rendered by the service provider; and
recording the service rating provided by the user in the service provider database.
10. (Original) The method of claim 1, wherein determining a selection from the user further comprises:
when the user audio request includes a voice request, converting the voice request into a database query language format using integrated voice recognition software to determine the service provider selected by the user;

when the user audio request includes a keypad entry response, converting a signal generated by the keypad entry response into a database query language format in order to determine the service provider selected by the user; and querying the service provider database according to the generated query to select the service provider desired by the user to enable connection between the user and the desired service provider.

11. (Previously Presented) A computer readable storage medium including program instructions that directs a computer to function in a specified manner when executed by a processor, the manner comprising:
 - receiving one or more search criteria in an audio form, via an audio-transmission medium, from a user, the one or more search criteria including a field of service desired by the user;
 - searching a service provider database according to the one or more search criteria to generate a list of one or more service providers;
 - presenting the list of one or more service providers in an audio form to the user;
 - determining a selection of the user for a selected service provider from the list of one or more service providers; and
 - connecting the user with the selected service provider for a live conversation via the audio transmission medium.
12. (Previously Presented) The computer readable storage medium of claim 11, wherein the one or more search criteria in the audio form comprises an audio request; and the manner further comprises:
 - converting the one or more search criteria from the audio form into a database query to search the service provider database;

wherein when the audio request includes a voice entry of a search criterion, converting the voice entry utilizing interactive voice recognition software; and

wherein when the audio request includes a keypad entry of a search criterion, converting a signal generated by the keypad entry utilizing a Dual Tone Multi-Frequency (DTMF) decoder

13. (Previously Presented) The computer readable storage medium of claim 11, wherein the manner further comprises:

receiving a request from a service provider of a field of service for inclusion in the service provider database; and

when the service provider is approved for inclusion in the service provider database, generating a record in the service provider database, the record including provider information contained in the request, wherein the provider information includes specific expertise of the service provider, and one or more languages spoken by the service provider.

14. (Previously Presented) The computer readable storage medium of claim 11, wherein the manner further comprises:

billing the user for the live conversation with the selected provider; and

compensating the selected service provider for the live conversation with the user.

15. (Previously Presented) The computer readable storage medium of claim 14, wherein said billing the user further comprises:

measuring the duration of the live conversation between the user and the provider; and

calculating a billing amount for the user based on the duration of the live conversation and a time-based price charge by the provider.

16. (Previously Presented) The computer readable storage medium of claim 14, wherein said billing the user further comprises:
calculating a billing amount for the user based on a flat fee price charge by the provider.
17. (Previously Presented) The computer readable storage medium of claim 11, wherein the one or more search criteria in the audio form comprises an audio request; and the audio request from the user is one of a voice request and a keypad entry response and includes one or more of a category of service providers, a service provider price, service provider availability, service provider specific expertise, service provider language and a service provider minimum quality rating.
18. (Previously Presented) The computer readable storage medium of claim 11, wherein the manner further comprises:
providing the user with an audio list of a wide array of fields of service available from the audio portal service provider system; and
providing the user with a unique audio field of service code corresponding to each field of service within the audio list of fields of service, wherein an keypad entry of a field of service code is received via the audio transmission medium to select a desired field of service for the one or more search criteria;
wherein at least one of the one or more search criteria is not a selection from an option list.
19. (Previously Presented) The computer readable storage medium of claim 11, wherein following the instruction for connecting the user with the selected service provider, the manner further comprises:

once the live conversation between the user and the selected service provider is complete, prompting the user for a quality of service rating for services rendered by the service provider; and recording the service rating provided by the user in the service provider database.

20. (Previously Presented) The computer readable storage medium of claim 11, wherein said determining a selection from the user further comprises:
when the user audio request includes a voice request, converting the voice request into a database query language format using integrated voice recognition software to determine the service provider selected by the user;
when the user audio request includes a keypad entry response, converting a DTMF signal generated by the keypad entry response into a database query language format in order to determine the service provider selected by the user; and
querying the service provider database according to the generated query to select the service provider desired by the user to enable connection between the user and the desired service provider.
21. (Previously Presented) An audio portal service provider system comprises:
an interface to an audio transmission medium;
an audio recognition engine to receive one or more search criteria in an audio form from a user, via the audio transmission medium, for a service provider; and
a processor coupled to the audio recognition engine and the interface, the processor to search a service provider database according to the one or more search criteria to generate a list of one or more service providers for presentation to the user in an audio form, the processor to further determine a selection of the user for a selected provider from the list of one or more service providers via the audio

recognition engine, and the process to cause the interface to connect the user with the selected service provider for a live conversation via the audio transmission medium.

22. (Previously Presented) The system of claim 21, further wherein:
the interface is coupled to the processor to provide the user with an audio list of available fields of service providers, accept a field of service desired by the user, provide the user with a list of one or more service providers stored in a service provider database which match the one or more search criteria and the field of service desired by the user, and receive a selection from the user for a selected provider.
23. (Previously Presented) The system of claim 21, further comprising:
a network interface coupled to the processor to receive a request from a service provider of a field of service for inclusion in the service provider database, and the processor to generate a record for storage in the service provider database, the record including provider information contained in the request.
24. (Previously Presented) The system of claim 23, wherein the provider information includes specific expertise of the service provider, and one or more languages spoken by the service provider.
25. (Previously Presented) The system of claim 21, wherein the interface comprises:
a public switched telephone network interface;
wherein the processor searches the service provider database to generate the list of one or more service providers based at least partially on information indicating availability for service providers to conduct live conversation.

26. (Previously Presented) The system of claim 21, wherein the interface comprises:
a wireless communications network interface;
wherein at least one of the one or more search criteria is not a selection from an option list.
27. (New) The method of claim 1, wherein the field of service desired by the user does not correspond to one or more selections according to a menu system; and said searching the service provider database is not based exclusively on one or more selections according to a menu system.
28. (New) The method of claim 1, wherein the one or more search criteria include an aspect of desired expertise of service providers for the field of service that is provided over the audio transmission medium, the aspect of desired expertise being not an a selection from an option list.